Now The Gathering Storm is Digital

jack@ontopilot.com

Can your enterprise seize new opportunities, both market-driven and technology-driven, faster than your competitors? Or must you wait for the IT department to enable new business processes? What if your IT development cycle time was reduced by 20% - 40%?

Is your enterprise sufficiently resilient to the increasing intensity of crises?

- Crises that directly hamper internal operations.
- Crises involving surge demands by first responders and other customers and suppliers because surges foster errors in regularly normal operations.
- Crises involving cybersecurity --- losing or divulging customer and supplier data which you have integrated into your supply chains. Multimillion dollar incidents are becoming common.

In a crisis will your enterprise be able to achieve the four key objectives:

- Reducing tension during the incident;
- Demonstrating corporate commitment and expertise
- Controlling the flow and accuracy of information
- Managing resources effectively

Is your staff capable of executing your Crisis Management plan --- able to sustain customer service levels regardless of internal conditions? Does your crisis management plan include resiliency with respect to cybersecurity?

The objective of controlling the flow and accuracy of information is no longer just a Public Relations demand. Adequate, accurate and timely information throughout your organization is endemic to the performance, responsiveness and image of the whole company. Unfortunately, during crises software that has been fine for months suddenly exhibits errors simply because it is used a little differently than usual. Too often these errors are not detected until much later when they have caused more crisis.

A prudent Crisis Management plan makes sure the software throughout the enterprise is free of all faults, not just free of obvious errors. Importantly, this includes the software that automates and controls the design and production processes as well as the software that enables general business operations.

Typically, an enterprise doing a billion dollars a year in revenue has terabytes of data, seven or more data bases and data administrators, and a hardware capacity capable of executing billions of instructions per second.

These assets are directed by more than 100 million lines of software code. Unfortunately, most managers are not aware that the software may contain a serious fault for about every thousand lines of code. That's 100,000 opportunities for things to go wrong in the enterprise nervous and muscle systems.

Dismal software quality severely hampers the software development productivity, encourages the use of commercial software packages (few of which are warranted to be fit for service) and even encourages acquiring software from off-shore sources (with little to no incoming inspection to check for errors and cyber-threats). Recently, many companies are even thinking about using The Cloud, processing their data and making decisions by relying on completely unknown and unqualified information processing. How well are you prepared for this looking crisis?

You will be wise to get free of software faults as fast as you can. New technologies can find such faults, quickly, and for less than half of what is spent today for software testing. And the root causes of the faults can be isolated and highlighted to enable fixes at less than half of the money and time your organization currently spends for analysis, maintenance and enhancements.

It is important to realize that this situation was not caused by your CIO's and IT or Engineering/Manufacturing automation staff. It has grown like weeds throughout the information industry by too many people taking the easy way instead of the Quality way.

The best strategy today is to mentor and empower your software engineering assets to seize the lead in building the Resilient Enterprise.

Key questions for your staff ---

What is our level of confidence in our Crisis Management Plan with respect to internal and external cyber-crises?

What size delays are we encountering between the need date for a new information and decision capability vs. the user availability date?

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